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IN THE TITLE

Please amend the title to read as follows:

— INTERNET-ENABLED SERVICE MANAGEMENT AND AUTHORIZATION
SYSTEM AND METHOD —.

IN THE CLAIMS

Claims 1-6 (previously cancelled)

Claim 7 (currently amended) A system for authorizing a user of a client to have access
to a server via the Internet comprising:

      means in said client for inputting a user identification (ID) and user password;

      means in said client for storing a unique client address;

      communication means at said client for passing said ID, password and address to
said server via said Internet in response to a request therefrom;

      means at said server to store information respecting said client and to compare
said stored information with said user ID and user password;

      means at said ~~client~~ server to store dynamic status information respecting said
user, said dynamic status information being one of enabled, disabled or active; and

      means to authorize log in of said user if said ID and password agree with said
stored information and if said user status is enabled.

Claim 8 (original)   A system as defined in claim 7 wherein said status information is
changed to active when said user is granted access to said server.

Claim 9 (original)   A system as defined in claim 7 wherein said user is denied access
to said server if said status information is disabled.

Claim 10 (currently amended)   A system as defined in claim 7 wherein if said
status information is active said server compares said client address with said stored
information and if said address agrees with said stored information said user is logged
onto said server, otherwise said user is denied access.

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Claim 11 (original)   A system as defined in claim 7 wherein said client is an end user of an Internet-based customer service management system and said server is a service director having means to manipulate a user's virtual private network in a multi-technology network.

Claim 12 (previously amended)   A method of controlling a client user's access to an Internet based server, comprising:

   providing means at said client for said user to input a user identification and a user password;

   providing means at said client for storing a client address;

   providing means at said client for passing said user identification, said user password and said client address to said server via said Internet when such information is requested by said server;

   providing means at said server for storing said user identification, said user password and said client address;

   providing means at said server for recording dynamically, status information respecting said user and said client, said status information being one of enabled, disabled or active;

   providing means at said server to compare said stored user identification, said user password and said client address with information input passed to said server from said client;

   and providing means at said server to allow said user to logon to said server if said user identification and said user password agree with said stored information and said status information is active.

Claim 13 (currently amended)   A system for providing context sensitive help information on a client's browser screen in response to a help request from a user comprising:

   a two frame window on said browser screen including a content frame window and a dashboard frame window;

   a help button associated with said dashboard frame window; and

   link means between said client and a server,

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whereby activation of said help button retrieves help information relating to subject matter displayed on said content frame window from said server.

Claim 14 (original)   A system as defined as defined in claim 13 wherein said server is a customer services management (CSM) services director (SD) in a multi-technology digital network.

Claims 15-26 (previously cancelled)

Claim 27 (original)   A system for storing information respecting a plurality of applications to a shared memory comprising:
    a volatile memory for storing said information;
    means to allocate space in said volatile memory to selected ones of said plurality of applications;
    identification means for identifying said space allocated to each of said selected applications;
    backup means to periodically transfer stored information from said volatile memory to non-volatile memory; and
    means to retrieve information from said non-volatile memory at system startup.

Claim 28 (original)   A system as defined in claim 27 wherein said volatile memory is a random access memory (RAM).

Claim 29 (original)   A system as defined in claim 27 wherein said non-volatile memory is a hard disk storing device.

Claim 30 (original)   A system as defined in claim 29 wherein said means to allocate space is a daemon process.

Claim 31 (original)   A system as defined in claim 27 wherein said backup means stores said information to said non-volatile memory at system shut down.

Claim 32 (original)   A system as defined in claim 31 wherein said shared memory is in a server in an Internet based communication system.

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Claim 33 (original)   A system as defined in claim 32 wherein said communication system is a customer service management system (CSM) and said server is a CSM service director.

Claims 34-38 (previously cancelled)

Claim 39 (previously added) The system as defined in claim 7 wherein said means to authorize log in includes means to prevent log in if said user is already logged in.

Claim 40 (previously added) The system as defined in claim 7 wherein said status information relates to whether said user is enabled, disabled or active.

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